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MHA-001

**M. SC. IN HOSPITALITY
ADMINISTRATION (M. H. A.)**

Term-End Examination

December, 2020

**MHA-001 : MANAGEMENT FUNCTIONS AND
BEHAVIOUR IN HOSPITALITY**

Time : 3 Hours

Maximum Marks : 100

Note : Answer any **five** questions. All questions carry equal marks.

1. Explain the different levels of managers and the managerial skills required at each level. 20
2. What do you understand by managerial obsolescence ? How can a manager avoid managerial obsolescence ? Explain with the help of a contemporary example. 20
3. What do you understand by controlling ? What are the basic steps involved in the designing of a control process ? Explain. 20

4. What is meant by organisational conflict ?
What are the modes of conflict management ?
Elaborate with the help of a recent conflict in a
large size organisation. 20
5. Write short notes on any *two* of the following :
10+10
- (i) Benefits of MBO
 - (ii) Barriers to communication
 - (iii) Informal groups
6. What is meant by organisational structure ?
What are the factors that influence the choice of
an organisational structure ? Discuss. 20
7. Explain the *four* stages of developing
interpersonal relationships with the help of
suitable examples. 20
8. What is the importance of verbal and non-
verbal communication in the hospitality
industry ? Explain with the help of relevant
examples. 20

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9. Explain the role played by formal and informal groups in the management decision-making process. Substantiate your answer with relevant examples. 20

10. Write short notes on any *two* of the following :

10+10

(i) Managerial values and ethos

(ii) Delegation of authority

(iii) Leadership styles